

Appendix J – Performance Measures

Louisiana Administrative Performance Measurement Set

Measure	Minimal Performance Standard
% of PCP Practices that provide verified 24/7 phone access with ability to speak with a PCP Practice clinician (MD, DO, NP, PA, RN, LPN) within 30 minutes of member contact.	≥95%
% of regular and expedited service authorization request processed in timeframes in the contract	≥95%
Rejected claims returned to provider with reason code within 15 days of receipt of claims submission	≥99%
% of Call Center calls answered within 30 seconds	≥95%
Call Center call average speed of answer	30 sec
Call Center call abandonment rate	≤ 5%
% of grievances and request for appeals received by the CCN including grievances received via telephone and resolved within the timeframe of the contract	≥95%
% of clean claims paid for each provider type within 15 business days	≥ 90%
% of clean claims paid for each provider type within 30 calendar days	≥99%
Rejected claims returned to provider with reason code within 15 days of receipt of claims submission	≥99%

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Louisiana Performance Measurement Set for Adult/Pediatric Networks

Incentive Based Measures

Access and Availability of Care	Effectiveness of Care		Use of Services
\$\$ Adults' Access to Preventive/ Ambulatory Health Services ** HEDIS	\$\$ Comprehensive Diabetes Care HgbA1C **HEDIS	\$\$ Chlamydia Screening in Women **HEDIS/CHIPRA	\$\$ Well-Child Visits in the Third, Fourth, Fifth and Sixth of Life **HEDIS/CHIPRA
			\$\$ Adolescent Well-Care Visits **HEDIS/CHIPRA

Level I Measures

Access and Availability of Care	Effectiveness of Care		Prevention Quality Indicators	Use of Services
Children and Adolescents Access to PCP ** HEDIS/CHIPRA	Childhood Immunization Status **HEDIS/CHIPRA	Weight Assessment and Counseling for Nutrition and Physical Activity in Children/Adolescents **HEDIS/CHIPRA	Adult Asthma Admission Rate **AHRQ	Well-Child Visits in the First 15 Months of Life **HEDIS/CHIPRA
Prenatal and Postpartum Care (Timeliness of Prenatal Care and Postpartum Care) **HEDIS/CHIPRA	Immunizations for Adolescents **HEDIS/CHIPRA	Use of Medication for people with Asthma **HEDIS/CHIPRA	CHF Admission Rate **AHRQ	Ambulatory Care (ER Utilization) **HEDIS
	Cholesterol Management for Patients with cardiovascular conditions **HEDIS	Comprehensive Diabetes Care **HEDIS	Uncontrolled Diabetes Admission Rate **AHRQ	
	Cervical CA Screening **HEDIS	Breast CA Screening **HEDIS/CHIPRA	Plan All-Cause Readmissions ** HEDIS-Adapted for Medicaid	
	EPSDT Screening Rate **CMS 416			

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Level II Measures

Effectiveness of Care		Use of Services	Satisfaction and Outcomes
Follow-Up Care for Children Prescribed ADHD Medication **HEDIS/CHIPRA	Cesarean Rate for Low-Risk First Birth Women **CHIPRA	Emergency Utilization-Avg # of ED visits per member per reporting period **CHIPRA	CAHPS Health Plan Survey 4.0, Adult Version **HEDIS
Otitis Media Effusion **CHIPRA	Appropriate Testing for Children With Pharyngitis **HEDIS/CHIPRA	Annual # of asthma patients (1yr old) with 1 asthma related ER visit **CHIPRA	CAHPS Health Plan Survey 4.0, Child Version including Children With Chronic Conditions **HEDIS/CHIPRA
Controlling High Blood Pressure **HEDIS	% of Pregnant Women who are screened for tobacco usage and secondhand smoke exposure and are offered an appropriate and individualized intervention ** State	Frequency of Ongoing Prenatal care **HEDIS/CHIPRA	Provider Satisfaction **State
Pediatric Central-Line Associated Bloodstream Infections **CHIPRA	Total number of eligible women who receive 17-OH progesterone during pregnancy, and % of preterm births at fewer than 37 weeks and fewer than 32 weeks in those recipients ** State		
Percent of live births weighing less than 2,500 grams **CHIPRA			